

Municipality of Ritchot

2020-2021

Accessibility Plan

This document is available in alternate formats on request

Country Skies. City Ties.
Sous le ciel de la campagne.

ACCESSIBILITY PLAN

The Rural Municipality of Ritchot is located in south central Manitoba, just 27 kilometres south of Winnipeg. Ritchot has many small communities in its boundaries. The villages of St. Adolphe, Ste. Agathe, and Ile des Chenes are three of the more prominent communities, with Glenlea, Grande Pointe and Howden as the other significant communities in Ritchot. The diverse populations of these communities create many opportunities to provide programs and services that meet the requirements of the *Accessibility for Manitobans Act (AMA)*.

BASELINE REPORT

Overview of Programs and Services

The Municipality of Ritchot provides many services to its residents including but not limited to:

- Recreation services
- Economic Development services
- Water and sewer services
- Tax services
- Public Works maintenance
- Provision of information to the public

Accessibility Achievements

The Municipality of Ritchot is proud of the following accessibility achievements:

- Bilingual service provided
- Service animals are allowed in the office
- Assistive devices are allowed
- Office and some other buildings are wheelchair accessible
- Seating is provided in office waiting area
- Staff are willing to meet residents' communication needs

- “Service Tracker” available on website to allow residents to share concerns from the comfort of their own homes
- Website is kept current and is now accessible (As of July 2018)
- Ritchot Mobile App is available to provide important/emergency information
- Ritchot Seniors’ Group consultation was held on October 17, 2017
- Documents are offered in alternate formats
- Active offer for accessible services is advertised in office

Barriers to Accessibility

Some barriers to accessibility that need to be addressed in order to comply with the **Accessible Customer Service Standard** under *The Accessibility for Manitobans Act (AMA)*:

- Office entrance door has a lip that is difficult for wheelchairs to get over
- Staff are not fully trained on accessible customer service
- Not all buildings are accessible (i.e. some recreation buildings)
- Handicap parking is available at the main office, but could be in a more accessible spot
- Accessible Garbage pickup is not available at this time, but a plan is in place to create a program in early 2020

ACCESSIBILITY PLAN

Statement of Commitment

The Municipality of Ritchot is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in ways that allow them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers. We will do this by identifying, removing and preventing barriers and by meeting the requirements of *The Accessibility for Manitobans Act (AMA)*.

Policies

- The Municipality of Ritchot will review all programs, services and new initiatives to ensure accessibility.
- The Municipality of Ritchot will make information available in an accessible format or provide communication supports to people with disabilities in a way that considers their disability.
- The Municipality of Ritchot will allow service animals and assistive devices in the office reception area and meeting rooms.
- The Municipality of Ritchot will train staff on accessible customer service, including reasonable accommodations under the *Human Rights Code (Manitoba)*.
- The Municipality of Ritchot will use its website and post signs in the office to inform customers of its commitment to accessibility, to let customers know when accessibility services are not available, and to invite feedback from residents. This will include active offers to provide accessible services to persons with disabilities on request for documents and public meetings.

Actions

Planned Accessibility Action Items:

General Requirements of the Accessibility for Manitobans Act				
Action	Working Timeline			Responsibility
	2019	2020	2021	
Appoint Accessibility Coordinator				Done 2017
Form accessibility committee				Done 2017
Create/Update Accessibility Plan	x			Accessibility committee
Consultation with persons affected by disabilities		X		Accessibility committee
Post Plan on website	x		x	Accessibility committee, website coordinator

Action	Working Timeline			Responsibility
	2019	2020	2021	
Develop accessibility policies, starting with customer service	x	x	x	Accessibility committee, Administration
Include “Active Offer” on all documents informing that they are available in alternate formats on request	x	x	x	All Departments
Post active offer sign in municipal office and on website				Done 2018
Obtain training for staff on accessible service		x		Accessibility committee – Booked for January 2020
Ensure that public events are accessible upon request. Develop an accessible events checklist	x	x	x	Accessibility committee/all departments
Review options for additional handicap parking spot		x		Accessibility committee, Management
Repair front entrance doorway to remove lip that is difficult to get over		x		Accessibility committee
Consult with website developers to determine if website can be made accessible for screen readers, etc				Done 2018
Review community arenas/buildings for accessibility	x	x	x	Director of Facilities, Accessibility committee

Ongoing progress

The Municipality of Ritchot’s Accessibility committee will continuously monitor progress on the above action items. It will also continue to review policies and procedures to ensure accessibility compliance with the current standard and all future standards. The Accessibility Plan will be made public as an agenda item for a Municipal Council meeting, and on the municipality’s website.

Further Information

For further information on the Municipality of Ritchot’s Accessibility Plan, please contact Accessibility Coordinator Tanya Waddell by phone at (204) 883-2293 or by email at twaddell@ritchot.com.